

Abstract

A method and system for receiving, processing and responding to emergency medical calls by emergency dispatchers is described. A consistent, standard and systematic process is provided which in combination with adequate training, supervision and quality assurance serves to provide a method for gathering emergency medical information, categorizing such information into various determinant levels for appropriate response, and for giving qualified emergency medical information to callers thereby permitting "zero-time" response by those at the scene. By using this invention properly a dispatcher is guided through the interrogation of callers, gathering the critical information, dispatching the appropriate mobile care rapidly when needed and, especially in this embodiment, giving the appropriate guidance to the caller. This invention specifically guides the dispatcher through the universal exit protocol, thereby using determinate criticality values to identifying the most urgent emergencies and give consistent reliable post-dispatch instructions.